**Coleridge Medical Centre**

## Patient Complaint Form

The purpose of the form is:

On behalf of the patient, to clearly describe and agree the nature of the complaint. This is the complaint we will investigate on your behalf as per the current recommended NHS guidelines. Our full complaints procedure is explained in our leaflet called Complaints, Comments and Suggestions and this is attached. For terms and conditions please turn over this page.

On behalf of the Coleridge Medical Centre, to clearly describe to the complainant the terms and conditions for investigating a complaint, based on NHS guidelines. This ensures that while we are dedicated to acting on our patients’ behalf, we also safeguard our staff and resources against activity and requests from patients (or their representatives) which may fall outside of the boundaries of the NHS contract.

Date: Name of Patient (or representative):

Date of Birth:

Address:

Contact telephone number:

Nature of complaint: (Include dates, times, and names of practice personnel, if known). Specifics of complaint are important; areas left out will not necessarily be covered otherwise. Please continue on a separate sheet if required.

By signing below I agree that this is the full extent of the complaint, that there are not additional issues and that I agree to the terms and conditions as stated on the next page.

Signed………………………………………………………….Date…………………………..

Terms and Conditions of Coleridge Medical Centre Complaints Procedure

It is a contractual obligation for all practices to follow the recommended NHS complaints procedure and Coleridge Medical Centre embraces this procedure.

A formal complaint can be made by a patient, or anyone else who has been affected by the action, omission or decision of the practice that led to the complaint. We will ask for written consent from the person about whom the complaint is on behalf of. This will not delay our investigation but may delay our response to a third party.

A formal complaint must be made within 12 months of the date of the event that is the subject of the complaint or the date that the matter came to the complainant’s attention. We have discretion on whether to agree to a complaint beyond this time frame if the complainant is considered to have good reason for a delay in complaining and if it is still possible to investigate the complaint fairly and effectively.

If an oral complaint is dealt with to the complainant’s satisfaction within 24 hours then it will not be necessary to embark upon the formal complaints process (the complaints procedure regulations need not be applied).

In the formal process:

1. We will send acknowledgement to a complainant within three working days of the complaint being received. This acknowledgement need not address any of the issues relating to the detail of the complaint itself but will inform the complainant that the matter will be investigated. This acknowledgement can be made in written form or by telephone. If made by telephone, a record will be kept. Email communication is not currently routinely accepted or recommended.
2. A letter, meeting or telephone conversation may be arranged to discuss the complaint with the complainant.
3. If it is not clear from initial communication with the patient, we will aim to quickly establish what outcome the complainant expects and to let them know whether this is a realistic possibility.
4. Once a clear and precise description of the complaint has been agreed, this will be written down and a contract signed setting out the terms and conditions of investigating the complaint.
5. Complaints will then follow the in house complaints procedure to a logical conclusion. We may seek legal or other advice before responding.
6. All formal complaints are documented and records are kept for a period of 10 years; cases may be discussed at multi-disciplinary team meetings for learning purposes and outcomes recorded. If the complaint fulfils criteria for a significant event then the outcomes may also be shared with NHS and local commissioning teams as per local guidance at the time.
7. Vexatious complaints that come directly to the practice can be rejected, with confirmation of the rejection and the reasons for the rejection will be sent to the complainant. The practice may also inform other organisations including medical defence organisations if we feel that the complaints system is being abused.